

PSC NO: 3 TELEPHONE
ALLTEL New York, Inc.
Initial Effective Date: 5/30/03

Section: 6 Leaf: 7
Revision: 0
Superseding Revision:

SECTION 6 - MISCELLANEOUS SERVICES

F. Special Equipment For Hearing Or Speech Impaired Customers

1. As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.
2. A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.
3. The Company will make every reasonable effort to locate and obtain the equipment for the customer.
4. Customers have the following payment options:
 - (a) Outright purchase at a price not to exceed the actual purchase price including any applicable shipping costs to the Company.
 - (b) Lease at a monthly rate equal to 4% of the original purchase price. If the equipment becomes defective at any time during the lease period, the Company will repair or replace it with no change in monthly rate to the customer.
5. Customers who initially choose the lease option (4.b) may later purchase the equipment at a price not to exceed the actual purchase price to the company less the cumulative sum of the customer's lease payments. Repair or replacement of defective equipment will be the responsibility of the telephone company while the equipment is being leased.
6. The Company will offer an optional maintenance program to customers who choose to purchase the equipment either initially or after leasing. The monthly charge for maintenance will be one-half the monthly rate specified in 4.b. Maintenance provides for repair of the equipment when feasible, but not for replacement, except at the Company's option.

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas